

Notice of Allowability

Application No.

10/804,290

Applicant(s)

SRINIVASAN ET AL.

Examiner

Charles Ehne

Art Unit

2113

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 7/30/2007.
2. ☒ The allowed claim(s) is/are 1,2,4-12 and 14.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

- | | |
|--|--|
| 1. <input type="checkbox"/> Notice of References Cited (PTO-892) | 5. <input checked="" type="checkbox"/> Notice of Informal Patent Application |
| 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 6. <input type="checkbox"/> Interview Summary (PTO-413),
Paper No./Mail Date _____. |
| 3. <input type="checkbox"/> Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____ | 7. <input type="checkbox"/> Examiner's Amendment/Comment |
| 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit
of Biological Material | 8. <input type="checkbox"/> Examiner's Statement of Reasons for Allowance |
| | 9. <input type="checkbox"/> Other _____. |

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with James A. Sprowl on 9/13/2007.

The application has been amended as follows:

1. A method for providing information for the remote support of one or more devices connected to a user's computer, comprising:

installing an information harvester and a formatter on the computer;

using the information harvester, enumerating, identifying, and testing at least some of the devices connected to the user's computer, using the standard APIs of the operating system installed on the computer to execute at least some of the testing steps, and collecting information about the devices and any results of the testing;

formatting at least some of the collected information for display to the user and presentation to a support specialist;

displaying the formatted information as part of a user display also having provision whereby a the user may enter additional comments about device problems into the user display;

Art Unit: 2113

if a the user so chooses, collecting any comments that the user provides and sending the combined formatted collected information and the collected user comments to a support specialist by means of a network transport mechanism, ~~such as e-mail, TCP, or the like.~~

4. The method of claim 1, wherein

the using an information harvester step further comprises outputting the results of enumeration and testing to a file;

the formatting, displaying, collecting and sending steps further comprise reading the file, formatting at least some of the XML formatted data it contains, and then displaying the formatted data as part of a document Suitable for user display and including at least one text entry window or other user input arrangement into which a the user may add additional comments: and

if the user so chooses, sending this document, complete with any added user comments, to a support specialist.

7. The mehtod of claim 1, further comprising:

formatting the user display as a document; and

if a the user so chooses, sending this document to a support specialist as an e-mail attachment.

10. A system for providing information for the remote support of one or more devices connected to a user's computer having an operating system, said system comprising:

an information harvester installed on the computer and arranged to identify and test the one or more devices and to collect information about the devices and the testing, the information harvester comprising

a device enumerator that enumerates and identifies the devices connected to the user's computer and

a device tester that determines whether any given device is working properly and using the standard APIs of the computer's operating system to perform at least some of the device tests;

a formatter installed on the computer and arranged to reformat the collected information into a format suitable for display to a the user and presentation to a support specialist;

a network browser installed on the computer that can display web pages;

one or more web pages installed on the computer and arranged to permit the network browser both to display the reformatted collected information and also to accept additional comments from a the user; and

a user sender that can, at the option of a the user, send one or more web pages, complete with reformatted collected information and any additional comments from a

Art Unit: 2113

the user, to a support specialist by means of a network transport mechanism, ~~such as e-mail, TCP, or the like.~~

14. A system for providing information for the remote support of one or more devices connected to a user's computer, said system comprising: ~~comprising~~:

information harvesting means for identifying and testing the one or more devices and for collecting information about the devices and the testing, the information harvesting means comprising

device enumerator means for identifying the devices connected to the user's computer and

device tester means for determining whether any given device is working properly and using the standard APIs of the computer's operating system to perform at least some of the device tests;

formatting means for reformatting the information collected by the harvesting means for display to a the user and for presentation to a support specialist;

a network browser installed on the computer with the capability of displaying network pages;

network page display means utilizing the network browser for displaying one or more network pages containing the formatted information, the network pages including

user data input means for accepting comments from a the user; and

user sending means for, at the option of the user, sending the reformatted collected information and any additional comments provided by the user to a support specialist by means of a network transport mechanism, ~~such as e-mail, TCP, or the like.~~

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Charles Ehne whose telephone number is (571)-272-2471. The examiner can normally be reached on Monday-Friday 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Robert Beausoliel can be reached on (571)-272-3645. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Application/Control Number: 10/804,290

Page 7

Art Unit: 2113

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